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MASS CARE CENTERS

STATE COUNCIL OF CIVIL DEFENSE

EMERGENCY WELFARE SERVICES

1955

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STATE COUNCIL OF CIVIL DEFENSE
Pennsylvania

EMERGENCY WELFARE SERVICES

MASS CARE CENTERS

I. MISSION

To give basic essential requirements to persons in need as a result of a war-caused disaster.

II. FACTORS TO REMEMBER

Mass Care Centers must be prepared to provide some or all of the following services: Feeding, clothing, lodging, and information on the whereabouts and condition of families.

These facilities must be provided whether homeless are in process of being moved to other areas, or whether they are to be rehoused within the area.

Planning must include consideration of the possibility that a Mass Care Center might be used for some time after the first emergency has passed, particularly in rural areas.

Each Mass Care Center must, therefore, be regarded as an independent unit which must work out its plans according to the conditions prevailing at the time, to its own location, and to the numbers and types of homeless which it must serve.

III. SELECTING A SITE

Mass Care may be given in any building or group of buildings, or if necessary an outdoor site may be used temporarily.

Buildings should have more than one exit, and should, if possible be accessible by more than one route.

They may be churches, halls, fire houses, schools, etc.. Several buildings in close proximity within a community can be drawn together in planning for Welfare operations.

IV. LAYOUT

In planning for Mass Care space must be provided for the following:

1. Washing and toilet facilities
2. Cooking and serving meals
3. First Aid
4. Provision of clothing

5. Registration and Inquiry
   (whereabouts of families)
6. Information
   (answer to questions about places and things)
7. Sleeping

Consideration must also be given to storage space for supplies and luggage, as well as to the special requirements of aged persons and children, when possible.

V. STAFFING

The staff of a Mass Care Center will consist of a nucleus of personnel from the community, who have been trained and have planned the Center together. They will be assisted by volunteers from among the homeless. Mobile teams may come in from other communities to assist or provide relief.

SUGGESTED PERSONNEL FOR OPERATION OF MASS CARE CENTERS
(for ONE shift)

	Number of homeless to be accommodated			
	100	200	500	1000
Manager	1	1	1	1
Assistant Manager	1	1	1	1
Information	3	4	7	11
Feeding	7	10	15	21
Registration and Inquiry	5	7	11	18
Clothing	3	4	7	13
Lodging	3	4	7	13
Equipment, supplies and messengers	3	5	7	10

All staff personnel should be trained as teams to work in shifts. The length of each shift may vary according to the amount of time the volunteers can give. Professional welfare workers, as well as chaplains should be used whenever possible.

VI. OPERATION

The Emergency Welfare Chief will give directions as to when the Mass Care Centers should open.

Call-out of staff is to be conducted by means of whatever system of notification has been previously arranged, and PRACTICED.

Mobile welfare teams will notify the Center Manager upon arrival, and should bring their own blankets and personal toilet articles.

The Mass Care Center Manager will:

(1) Check with the local control center as to expected time of arrival of and (if possible) type of evacuees.

(2) Call out the Staff unless an automatic call-out has been planned.

(3) Fill vacancies in staff, arrange reliefs, etc.

(4) Put into effect previous plans regarding procurement of food and supplies.

Staff duties are listed in various publications. (See Bibliography and Reference Lists, Section X.).

VII. EQUIPMENT AND SUPPLIES

SIGNS: Large printed signs designating place or rooms should be set-up for the following; Men's toilet, women's toilet, canteen, First Aid, Information, Registration and Inquiry, and clothing. Additional signs should be prepared indicating: Smoking regulations, luggage storeroom, Manager's headquarters, etc..

Identifying caps or armbands and name tags should be provided for all staff members.

GENERAL FURNISHINGS: Most Public buildings have available such general furnishings as chairs, etc.. In planning for Mass Care Center operation, the staff members will determine what additional supplies are necessary such as: First Aid materials, cooking equipment, chairs, tables, etc..

SLEEPING EQUIPMENT: In an emergency such equipment, while most desirable, will probably not be available for some time. Much will have to be obtained locally, as the need arises.

SANITARY EQUIPMENT: Toilets, fixed or improvised, and some type of wash bowl must be provided for in planning for Mass Care. The numbers needed will vary, of course, according to the number of homeless.

PERSONAL SUPPLIES: Essential equipment such as toilet tissue, sanitary napkins, diapers and baby bottles, should be planned for in advance. Staff members when reporting for duty, should bring with them their own necessary personal toilet articles, as well as a warm outer garment and a blanket, if possible.

VIII. TRAINING EXERCISES

When the Mass Care Center is staffed, the personnel must be trained and formed into functioning teams. In order to maintain their interest over a long period LIVE exercises should be in which everyone participates actively. It is suggested that these or similar exercises or training be held once a month. (SEE HINTS FOR TEACHING WELFARE AVAILABLE FROM HARRISBURG)

MASS CARE CENTERS

IX. POLICIES AFFECTING EMERGENCY WELFARE SERVICES

STATE COUNCIL OF CIVIL DEFENSE INFORMATION CIRCULAR NUMBER 31 establishes the role of the Department of Public Assistance in Civil Defense, providing Registration and Inquiry service and Financial Assistance to victims of enemy attack, and defining procedures to be followed in the provision of such services.

STATE COUNCIL OF CIVIL DEFENSE INFORMATION CIRCULAR NUMBER 65 provides information concerning the role of Civil Defense in "natural" disasters and information relating to compensation for accidental injury for all duly enrolled civil defense volunteers who are not eligible to receive benefits under the Workmen's Compensation Law.

FCDA ADVISORY BULLETIN NUMBER 138 transmits the statement of understanding concerning the coordination of effort of the American National Red Cross and the Federal Civil Defense Administration where Federal assistance is provided in disasters other than those induced by enemy attack, under Executive Order 10427 and Public Law 875.

X. BIBLIOGRAPHY AND REFERENCE MATERIALS

State Council of Civil Defense publications as follows:

"SAMPLE COUNTY WELFARE PLAN" defines responsibility of county welfare chief and staff.

"SAMPLE LOCAL WELFARE PLAN" defines responsibility of all local welfare personnel, including staff members in Mass Care Centers.

"REGISTRATION AND INQUIRY MANUAL" outlines organization, planning and procedures for operation of Registration and Inquiry Service.

"OUTDOOR FEEDING SERVICE MAP" shows location and type of outdoor feeding and sanitary equipment.

"PENNSYLVANIA'S HEALTH" Medical Civil Defense, Commonwealth of Pennsylvania, Department of Health, gives Public Health Service responsibilities in civil defense.

FCDA Publication AG 12-1 "EMERGENCY WELFARE SERVICES" Portrays the broad national picture with suggestions for organization and operation.

The Department of Defense and the Federal Civil Defense Administration "EMERGENCY MASS FEEDING" Instructor Course lists methods for improvised feeding and sanitation services.